



**BCP**  
Formulated

# Thermo-chiller **B**usiness **C**ontinuity **P**lan

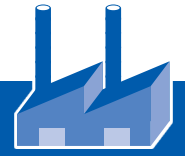
Introduction to our BCP efforts regarding our production, engineering, and maintenance support system

SMC aims to provide our customers worldwide with a sustainable product supply chain.

*“Uninterrupted Operation and Resilient Supply”*



# A global **production**, **engineering**, and providing the world with a stable and co



## Production in 7 countries and region

China
Czech Republic
Japan
Korea
Taiwan
United States of America
Vietnam

### Production Factory Risk Hedging

- Maintaining supplies with a worldwide logistics and inventory network
- Transferring production to factories outside the disaster
- Backup production performed by cooperating companies
- Equipment recovery: Recovery possible with new equipment installations and repairs.



## Engineering in 5 countries and region

U.S. Technical Center (UTC)
European Technical Centre (ETC) (U.K.)
German Technical Centre (GTC)
China Technical Center (CTC)
Japan Technical Center (JTC)

### Global Engineering Network

- Global engineering network established
- Backup of business systems
- Japan Technical Center (JTC) function backup



## Maintenance in 39 countries and region

### Americas

Brazil  
Mexico  
United States of America

### Europe

Austria	Germany	Netherlands	Slovenia
Czech Republic	Hungary	Norway	Spain
Denmark	Ireland	Poland	Portugal
Finland	Italy	Russia	Sweden
France	Latvia	Slovakia	Switzerland

# and maintenance support system continuous supply of our thermo-chillers



Asia and Oceania				
Turkey	Australia	Indonesia	New Zealand	Thailand
United Kingdom	China	Japan	Philippines	Vietnam
	Hong Kong	Korea	Singapore	
	India	Malaysia	Taiwan	

\* The names of countries and regions listed in each area are alphabetically indexed.

## Production Bases

U.S.



Produced Type of Thermo-chiller  
North America • For general industries

Czech Republic



Produced Type of Thermo-chiller  
• For general industries

China (Tianjin)



Produced Type of Thermo-chiller  
• For general industries

Vietnam



Produced Type of Thermo-chiller  
• For the semiconductor industry (production planned)

Korea



Produced Type of Thermo-chiller  
• For general industries (production planned)  
• For the semiconductor industry (production planned)

Taiwan



Produced Type of Thermo-chiller  
• For the semiconductor industry (production planned)

Japan



Produced Type of Thermo-chiller  
• For the semiconductor industry



Produced Type of Thermo-chiller  
• For general industries (production planned)  
• For the semiconductor industry

## Technical Support

Technical centers have been established in Japan, the U.S., Europe, and China in order to provide accurate and rapid responses to the requests of our customers around the world. In addition, our strong global engineering network, which facilitates information sharing between technical centers, has allowed us to put solid BCPs in place in order to prepare for any possible emergency.

**UTC** U.S. Technical Center



**ETC** European Technical Centre (U.K.)



**GTC** German Technical Centre



**GTC** China Technical Center



**JTC** Japan Technical Center



## Maintenance Support

Thanks to a solid inventory of maintenance parts and an experienced chiller support team capable of conducting repairs and replacements, SMC is able to respond to customers' issues quickly and precisely. As SMC's high-quality services are available to customers all over the world, you can rest assured that you'll have our continued support long after purchase.

Click here for the Thermo-chiller Support Guide pamphlet.



Spare parts are combined into sub-assemblies in order to shorten the time required for the replacement of components such as heat exchangers, compressors, and pumps.

## SMC Corporation

Akihabara UDX 15F,  
4-14-1, Sotokanda, Chiyoda-ku, Tokyo 101-0021, JAPAN  
Phone: 03-5207-8249 Fax: 03-5298-5362  
<https://www.smcworld.com>  
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